

INSTRUCTIONS FOR COMPLETING ACTIVITIES/OUTCOMES FORM

Performance Measurement is a system for measuring the **results** of public programs.

Why Performance Measurement? Rather than just measuring numbers served and program activities, performance measurement enables legislators, funding sources, and communities to know *what effect or change has resulted from dollars invested and how a person's life or a community has been changed*. Performance measurement starts with "the end in mind." What do you want to occur as a result of your service?

Performance measurement consists of the following components, which correspond to the Overview of Activities/Outcomes form:

High level outcomes: Desired results in social health or well-being. High level outcomes reflect the longer-term, global effects the program is intended to achieve.

Activities: List the key activities or initiatives proposed to achieve the goal(s) and objective(s) of the sub-grant program.

Staff Responsible: Indicate the staff or organizations responsible for carrying out each activity or initiative.

Output: An output is a process measure which describes the conditions under which measurements will be made. This may refer to the timeframe and/or implementation of an activity or initiative, frequency, number of participants, etc. Process measures are actively focused and contribute to interim outcomes. They do not reflect qualitative outcomes.

Interim Outcomes: Interim improvements in participant's or community progress towards a high level outcome. Interim outcomes reflect a more immediate or direct effect a program is intended to achieve. Outcomes typically address changes in participant performance and/or behavior that occur as a result of specific activities. They may include, but are not limited to, a change or benefit in behavior, knowledge, skills, attitude, values, or condition.

Evaluation/Outcome Measures: Documents the condition of clients after a service has been provided; for example, increased skills, modified behavior, improved condition. Outcome measures address qualitative outcomes. Outcome measures can include research-based instruments with demonstrated reliability and validity, statistics, interviews, observations, rating scales, surveys, focus groups, records, goal attainment, etc.

Performance measurement enables program directors and communities to measure program effectiveness and demonstrate both quantitative and qualitative results that contribute to a higher level social outcome.